

DELAWARE TRANSIT CORPORATION

POSTING NO 068-2016

POSITION VACANCY POSTING

DATE OF POSTING February 9, 2016

CLOSING DATE February 16, 2016

METHOD OF APPLICATION: EMPLOYMENT APPLICATION

INTERESTED EMPLOYEES MUST FILE FOR THIS POSITION BY COMPLETING THE APPROPRIATE EMPLOYMENT APPLICATION TO THE EMPLOYMENT SECTION OF THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **February 16, 2016**.

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POSITION #: 107 JOB CODE #: 040

POSITION TITLE Full-Time Reservationist – South District

PAY GRADE 9 PAY RATE _____ PAY RANGE \$29,384 - \$36,730
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT South DEPARTMENT Transportation
SECTION Operations

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CLASSIFICATION: FULL TIME X PART-TIME _____

CONTRACT: 8FR _____ 8DR 32 N/C X

SCHEDULED HOURS Varied SCHEDULED DAYS: Varied

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SUMMARY OF POSITION:

The Reservationist is responsible for responding to customer telephone inquiries, trip requests and cancellations for statewide paratransit operations. Specific responsibilities include assisting clients and agencies in making paratransit transportation arrangements; performing modifications of trip requests, cancellations, or rescheduling; communicating with Scheduler/Dispatcher for estimated time of arrivals, documenting all cancellations in conjunction with DNG Policy; and documenting clients on will-call schedule. Interacting and follow up with outside agency personnel is essential to ensure trip requests are taken in a timely manner. The incumbent is responsible for ensuring that all aspects of requested trips are properly geo-coded, as well as ensuring the set-up and maintenance of subscription trips. The Reservationist must work closely with Operations to ensure the efficiency of this portion of paratransit service. The Reservationist is equally responsible for disseminating Fixed Route information for Sussex County and seasonally for the Resort Service. The incumbent will work in team-based environment. The incumbent may be selected to participate in customer service related public events such as, public hearings, service changes, special project teams, marketing promotions and the annual Customer Service Week.

SEE MINIMUM QUALIFICATIONS ON SECOND PAGE

Minimum Qualifications:

1. Experience in scheduling appointments and reservations in a high volume call center.

Applicants must detail all experience, training and/or education in scheduling appointments and reservations to the public in a readily understandable manner.

2. Experience in using computerized appointment scheduling and reservation software.

Applicants must detail all experience, training and/or education in computerized appointment scheduling and reservation software.

3. Experience in interpreting maps and atlas.

Applicants must detail all experience, training and/or education in interpreting maps and atlas.

JOB DESCRIPTION: AVAILABLE THRU HR DEPT_____X_____

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EQUAL OPPORTUNITY EMPLOYER

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.